

ORIGINAL

FORMAL COMPLAINT



0000099714

COMPLAINANT	Karen Schaefer	COMPLAINT NUMBER	78729
ADDRESS	PO Box Q, Port Orford OR 97465		PHONE (HOME) 541-698-7129
NAME OF RESPONSIBLE PARTY			PHONE (WORK)
NAME OF UTILITY	Sunizona Water Co. / Dean Bales	ACCOUNT NUMBER	Karen Schaefer W-03912A-09-0319
GROUNDS FOR COMPLAINT: (COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT, INDICATING DATE(S) OF COMMISSION/OMISSION OR ACTS OR THINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)			
<p>In April 2009, I wrote a letter to Mr. Dean Bales at Sunizona Water, and copied the AZ Corporation Commission (AZCC), requesting my water to be shut off. I requested my last bill for April 2009's water (\$163.04) to be taken out of my \$400 deposit paid in April of 2007. I also requested the remainder of the deposit money (\$236.96⁺ interest) to be sent to me. I contacted the AZCC, Richard Martinez, when all I received back from the Sunizona Water Co., in response to my letter, was my bill for April's water. After Richard Martinez spoke with Mr. Bales, he said he refused to return my water deposit. This account was opened two years ago and I was originally told by Mr. Bales to pay \$2400 for my deposit. After contacting the AZCC, I was told to pay the correct amount of \$400 to Mr. Bales, which I did. Over the past 2 years, I have had the water turned off numerous times without just cause by Mr. Bales. I have lost business and customers over these 2 years. I have never been reimbursed for my losses and the AZCC has never fined Mr. Bales or investigated how he continues to mistreat his customers. My file will show extensive issues which have occurred to me, and I am only one of many of his customers.</p>			
NATURE OF RELIEF SOUGHT: (USE ADDITIONAL PAGE IF NECESSARY.)			
<p>I am requesting my deposit money to be returned to me, with the allowable interest, minus the \$163.04 for my April 2009's water bill. I no longer have anything to do with the use of this community water company. However, with the amount of issues surrounding my account there, it would really surprise me that the AZCC wouldn't finally investigate Mr. Bales's negative work practices towards his customers. I live 1400 miles away and will never need to reopen an account with the Sunizona Water Co. I do find it ridiculous to have to file a formal complaint against Mr. Bales to simply be refunded my deposit, which the AZCC has already asked him to return to me.</p>			
SIGNATURE OF COMPLAINANT OR ATTORNEY		Arizona Corporation Commission DOCKETED JUN 15 2009	
Karen Schaefer		RECEIVED JUNE 15 PM 4:50 DOCKET CONTROL	

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GROUNDS FOR COMPLAINT: (CONTINUED)